



DOMUS COMMUNITY RESOURCE GUIDE FOR GLOBAL COVID-19 PANDEMIC

A Tool for Staff

LAST UPDATED AUGUST 3, 2020
DOMUS KIDS, INC.

Table of Contents

INTRODUCTION.....	2
FOOD RESOURCES.....	3
MEDICAL RESOURCES.....	5
HEALTH INSURANCE RESOURCES.....	6
MENTAL HEALTH & RECOVERY RESOURCES.....	7
INCOME/FINANCIAL STABILITY RESOURCES.....	8
SCHOOL & DISTANCE LEARNING RESOURCES.....	10
CHILD CARE RESOURCES.....	10
SUMMER RESOURCES.....	10
PROFESSIONAL DEVELOPMENT &WEBINARS.....	11
ADDITIONAL INFORMATION & RESOURCES.....	11

Dear Domus community members,

First and foremost, thank you for all you are doing to support the Domus community while simultaneously managing your own emotions, caring for your own family, and juggling multiple responsibilities. As we continue to mobilize to assist our students and families in need, let's remember that we are operating through the lens of safety, emotion management, loss, and future. Thankfully, we have had extensive training in navigating uncertain times through this framework. It is critical that we apply these concepts to our own lives as we help families offset this threat to safety with an eye on a hopeful future. It may be helpful to shift the language to "what is happening to the world?" rather than "what is wrong with the world?" so that the next logical question is "how can I help?" To that end, the following concrete resource guide is intended for all of us to help young people and families meet their needs in the days and weeks ahead.

Please remember it is very important to properly wear a mask when interacting with youth, families and staff and that you abide by social distancing norms and model social distancing for young people and families. Please help your families learn this new way of social interaction in order to keep all of us healthy and safe. Please refrain from:

- Going into the homes of young people and/or families;
- Putting young people or families into your vehicle, an organization vehicle, or some other way of transporting them;
- Doing anything that violates social distancing: You must be at least 6 feet apart from people, and you cannot interact with them for more than 14 minutes;
- Engaging in any other act or activity that doesn't maintain social distance.

For some of us, these uncertain times are triggering and potentially (re)traumatizing. Please take time to care for yourself. Specifically, calm your central nervous system to offset the hyperarousal/hyperactivity, emotional dysregulation, decreased perspective taking, aggression, withdrawal, denial, and fight/flight/freeze.

Remember to exercise, practice mindfulness and gratitude, and stay connected to people who nourish your soul. Please use the mental health resources in this guide for additional strategies.

Best wishes for post-traumatic growth—

The Domus Leadership Team

Food Resources

- ❖ **Stamford Public Schools Grab-and-Go Meals:** Updated Hours starting week of 7/6. M/W/Friday Anyone age 18 or under can obtain meals at any location listed [Read more](#)
- ❖ **Domus** supplies emergency food support on a very limited basis through July. Please contact Melissa Bramble at 203-219-1617.
- ❖ **Filling in the Blanks** is currently distributing food from Bethel AME Church at 150 Fairfield Ave in Stamford. Call 203-750-0019; [website](#)
- ❖ **Person-to-Person** has shifted food pantry services to operate out of two partner locations: Yerwood Center (gym) 90 Fairfield Ave M/Tu 10-2 and Domus (back lot/lobby) 83 Lockwood Avenue W, Th, Fri 10-2. Call 203-655-0048 for appointment. Delivery is also available by special request/need. Check [website](#) for up-to-date times and locations.
- ❖ **Open Door Shelter** at 4 Merritt Street in Norwalk; 203-866-1057; M-F 9:30am to 11:30am; www.opendoorshelter.org
- ❖ **Norwalk Salvation Army** at 14 Byington Place in Norwalk; 203-866-2125; M-F 10am-12pm by appointment
- ❖ **Bridgeport Rescue Mission** at various locations; 203-333-4087; call for days/times; www.Bridgeportrescuemission.org
- ❖ **[Norwalk food pantries, mobile food pantries, and meal services](#)** (call to confirm days, times, and availability)

Food Pantries

- ❖ **[Stamford Food Collaborative](#)** members are providers of critical food assistance services, including food pantries, congregate meal programs, and meal delivery programs. They are implementing safety and hygiene precautions to protect the health of participants, volunteers, and staff. Pantries have transitioned from choice pantry models to pre-packed bags, adjusted sign-in and other operational processes to allow social distancing, and enhanced sanitizing practices. The Stamford Food Collaborative's Guide to Accessing Food can be accessed in [English](#) and [Spanish](#). **Please call ahead to determine whether operating hours have changed.**
- ❖ **The Connecticut Food Bank Mobile Pantry schedule** will be continuously updated [here](#).
- ❖ **Congregate Meal Programs:** [New Covenant Center's](#) café is closed; lunch and dinner meals will still be distributed on a bagged/boxed meal-to-go basis.

Meal Delivery for Seniors

- ❖ [Stamford Senior Center](#) is coordinating delivery of prepared frozen meals to any senior 60 years of age and older who was previously relying on the congregate meal program at the Stamford Senior Center or the Over 60 Club. [Email](#) Christina or call 203-977-5151.
- ❖ [Catholic Charities Senior Nutrition Program Meals on Wheels](#) is accepting referrals for homebound seniors over 60. They deliver pre-packaged single or double meals for up to 7 days per week. They will review new referrals on a case-by-case basis. If the individual is geographically located on or near an existing delivery route and at minimum meets the age requirement, they will consider delivering: 203-324-6175.
- ❖ [Meals on Wheels](#) at 11 Allen Road in Norwalk; 203-847-3115 between 8:30am and 4:30pm; meals are delivered M-F 10am and 12:30pm for homebound/disabled persons.
- ❖ [SilverSource](#) is planning for a major expansion in food delivery to seniors. Isolated quarantined seniors can be added to the SilverSource Telephone Well-Check List. Staff or volunteers will call to ask how they are doing and if they need support. Call to add a family to their well-check list: 203-324-6584.

SNAP

Additional SNAP dollars available for families who lost access to free/reduced price lunch due to school closures [P-EBT FAQ](#) [spanish](#) [creole](#)

Grocery Stores

Some stores are adjusting their hours to accommodate older adults or people with underlying health conditions:

- [Grade A ShopRite Supermarkets](#) in Stamford are reserving 6am to 7am for customers 65 and older.
- [Stop & Shop](#) stores are open 6am to 7:30am daily for customers 60 and over.
- [Acme Markets](#) are reserving 7am to 9am Monday through Friday for customers 60 and over.
- [LaRocca's Supermarket](#) will reserve 8am to 8:30am for customers 60 and over.
- [Target](#) is reserving the first hour of shopping each Wednesday at stores nationwide for vulnerable guests, including the elderly and people with underlying health concerns.
- [Whole Foods](#) customers who are 60 and over will be able to shop at stores in the US and Canada one hour before the posted opening time.
- [Walmart](#) will hold an hour-long senior shopping event every Tuesday for customers 60 and over starting one hour before the store opens.

Please note that grocery stores may experience shortages of food and are working hard to continually restock supplies.

The tax on plastic bags is now 10 cents again (no longer suspended). Re-useable shopping bags must be sanitized before bringing them into the store.

The Stamford Food Collaborative will continue to convene community partners digitally to share resources, best practices, and updates as the situation evolves.

[Some of this information](#) comes from the United Way of Western CT and is updated regularly.

Medical Resources

General Information

- ❖ The Stamford Hospital COVID-19 Hotline is **203-276-4111**. Medical care team members are available to speak daily from 7am to 7pm to answer questions regarding COVID-19.
- ❖ The City of Stamford Emergency Hotline (**203-977-8840**) will have brief recorded information and will be updated as warranted.
- ❖ Connecticut Children's Medical Center is offering a COVID-19 **hotline for parents and community pediatricians** with questions about the pandemic; the hotline is staffed by Connecticut Children's clinicians 24/7. The hotline number is **1-833-226-2362**.
- ❖ The State of CT is partnering with United Way of CT to launch an information hotline for questions from the public regarding issues related to the spread of COVID-19. People who have questions can **call 2-1-1** or **text "CTCOVID" to 898211**. This information hotline is only intended to be used by individuals who are not experiencing symptoms but may have general questions related to COVID-19. Anyone experiencing symptoms is strongly urged to contact their medical provider to seek treatment.

How to Obtain COVID-19 Testing

1. Contact your primary care provider (PCP) by telephone to obtain an evaluation and prescription, if warranted, for a test.
2. If you don't have a PCP but do have health insurance, contact your health insurance provider to obtain a name or names of approved PCP(s) to contact.
3. If you don't have either a PCP or health insurance, you may contact one of the following organizations:
 - a. Optimus Health Care at 203-327-5111; currently accepting new patients
 - b. Community Health Center (CHC) of Stamford at Fifth Street at 203-323-8160.
 - c. Americares at 203-658-9500. Americares is providing patient care via telephone to current patients only.
 - d. Family Centers Health Care at 203-717-1760 to access a prescribing physician. Their physical location is in Greenwich. They aren't currently accepting walk-ins.
4. Residents who want an appointment to get tested in Stamford — including those without health insurance or a primary care physician — can call the City's dedicated COVID-19 Testing hotline at 833.508.8378. This hotline is operated seven days a week from 8 a.m. to 4 p.m. Please make sure the immigrant community knows that immigration status and lack of insurance should not be a barrier to accessing treatment.

Call the COVID-19 hotline (203-276-4111) prior to going to the Stamford Hospital Emergency Room.

Click for information for testing centers in [Stamford](#) and [Norwalk](#); for Bridgeport, check [here](#) or [here](#).

The City of Stamford is offering Isolation Housing for those who present a risk to those they are living with due to Covid-19. For More information go to [Isolation Housing Available in Stamford](#)

Prevention Tips: <https://www.stamfordct.gov/covid19>

[Multi-Language Fact Sheet](#)

[Vita's PPE Initiative for front line workers](#)

Face masks available in CT [Stamford](#) and [New Haven](#)

[If sick with Covid, steps to take spanish](#)

[If sick with Covid, steps to take English](#)

Health Insurance Resources

[Access Health CT \(ACA, also known as ObamaCare\)](#) is offering a new special open enrollment period due to COVID-19. Deadline has passed except for Qualifying Life Event below.

- The effective date of coverage for all enrollments during this special enrollment period will be April 1, 2020.
- The only way to sign up for this special enrollment period is by calling 855-365-2428.
- Individuals who experience a Qualifying Life Event (e.g. loss of coverage due to job change or unemployment) or qualify for Medicaid/Children's Health Program (CHIP), can ALWAYS enroll online, in person, or over the phone, and all help is free.

Husky Member Benefits

For Intensive Care Management referrals, call 800-859-9889 ext. 2023. Nurse care managers and community health workers are available to assist HUSKY members with complex or chronic health conditions manage their health. Intensive Care Management also helps HUSKY members access medical and community services.

For Non-Emergency Medical Transportation (NEMT) through contractor Veyo, call 855-478-7350. HUSKY A, C, and D eligible members can call at least 2 business days in advance of a medical, behavioral health, or dental appointment to schedule transportation. Various modes of transportation assistance are available, including bus passes, livery, wheelchair-accessible vehicles, or mileage reimbursement. <https://ct.ridewithveyo.com/covid-19/>

Mental Health Resources

Domus created a **telehealth counseling hotline** staffed by credentialed mental health professionals who work at Domus. It's available Monday-Thursday from 1-3pm and can be used by any Domus participant or their family. For more information, please go to <https://dkct.squarespace.com/counseling-page>.

Telehealth (Virtual) Appointments

- ❖ Child Guidance is offering telehealth appointments to existing patients; call 203-324-6127.
- ❖ [Community Health Center](#) is offering telehealth appointments to existing patients.
- ❖ Family Centers is also providing telehealth services. For emergencies, call 24/7: 1-877-349-4689
- ❖ If you don't have a relationship with a mental health provider, call 2-1-1.

Disaster Relief Hotline

The US Department of Health and Human Services' Substance Abuse and Mental Health Services Administration (SAMHSA) has a disaster distress helpline that provides significant telehealth capability and provides 24/7 crisis counseling and support for people experiencing emotional distress related to disasters. Counselors have been trained in assisting anxious callers and have the capability to handle social isolation and distancing concerns. This multilingual, confidential crisis support service is available to all US and territory residents by calling **1-800-985-5990** or texting **TalkWithUs** to **66746**.

Additional Online and Phone Resources

- ❖ [Coping with Stress During Infectious Disease Outbreak](#) from US HHS SAMHSA
- ❖ [Tips for Behavioral Health During Infectious Disease Outbreak and Quarantine](#) from US HHS SAMHSA
- ❖ Disaster Distress Hotline: Call 1-800-985-5990 for English or Spanish help. Or Text "TalkWithUs" or "Hablamos" to 66746
- ❖ Free on-line EMDR therapy sessions for front line health care workers residing in Fairfield County. Go [here](#) for more info.
- ❖ [Free Online Mental Health Resources During COVID-19](#)
- ❖ Talking to Kids about Coronavirus: [Spanish language resource](#), [English language resource](#)
- ❖ [SAMHSA Training and Technical Assistance Related to COVID-19](#)
- ❖ [211 Connecticut mental health resources](#)
- ❖ [Keeping Babies Safe -Covid](#)

- ❖ [Keeping Babies Safe -Covid- Spanish](#)
- ❖ [Kids in Crisis hotline](#)
- ❖ [LGBTQ](#)

Recovery Resources

- ❖ [SMART online recovery peer group](#) for 18+; contact Amy at oestricher@thehubct.org.
- ❖ Liberation Programs: Open with modified waiting room; using telehealth as much as possible; 203-851-2077.
- ❖ Positive Directions is offering on-line adult support groups. Contact amiceli@positivedirections.com for more information
- ❖ [NAMI opioid on-line support groups](#)
- ❖ New England [Virtual Town Hall](#) with the U.S. Surgeon General, VADM Jerome M. Adams, MD, MPH, entitled **Substance Use and COVID-19: A Way Forward**

Community Services

- ❖ DCF has updated hours and information <https://portal.ct.gov/DCF/COVID-19/COVID-19>
- ❖ [DCF guidance for families and communities](#)
- ❖ For parents and caregivers who need support, contact the Talk it Out Line at 1833-258-5011. To access more info on this DCF/United Way partnership go [here](#)

Income/Financial Stability Resources:

- <https://portal.ct.gov/Coronavirus/Relief-and-Support>
- ❖ [Temporary Rental Assistance Program](#)
- ❖ [Temporary Mortgage Assistance Program](#)
- ❖ [Fairfield Housing Authority Opens Section 8 Applications](#)
- ❖ [Information on IRS' extended tax deadline](#)
- ❖ [Federal Stimulus FAQ](#) [Federal Stimulus FAQ](#)
- ❖ [Domus Tax Assistance and Free Virtual Tax Service. Click on free*virtual*tax filing in the orange box Here](#) For more information, contact Mike Hyman 203-219-8977
- ❖ [Paid family leave and emergency sick leave](#)
- ❖ Rental evictions: See updated residential rental protection information here: [Governor Lamont's Executive Order](#) Elected officials have advised residents to **contact their local representative if they receive an eviction or ejection notice**. (It may be helpful to first work with families who are struggling to pay rent to contact their landlords and develop a plan.)

- ❖ **Unemployment:** Residents who are recently out of work as a result of the COVID-19 public health emergency can [apply for unemployment benefits with the State of Connecticut](#). The State has provided [answers to frequently asked questions about unemployment benefits](#) and how they relate to the COVID-19 public health emergency. Residents can [click here for more information on how to file for unemployment benefits](#) if your employment was impacted by the COVID-19 public health emergency.
- ❖ **Utilities:** The CT Public Utilities Regulatory Authority (PURA) has ordered an emergency moratorium on electric, natural gas, and water utility shut-offs in response to the coronavirus pandemic. This moratorium will last for the duration of the public health and civil preparedness emergencies declared by Governor Lamont.
- ❖ **Insurance: 60-day grace period for premium payments, policy cancellations, and non-renewals of insurance policies:** Beginning on April 1, 2020 for a period of 60 days, no insurer in Connecticut – including life, health, auto property, casualty, and other types – may lapse or terminate a covered insurance policy because a policyholder does not pay a premium or interest during this time. This grace period is not automatic. To be eligible, affected policyholders must provide additional information acceptable to their insurance carriers.
- ❖ **Banks-some are offering low or no fee banking.** Bank accounts are the quickest way to receive stimulus checks. Visit <http://www.cahs.org/bankon>
- ❖ **Additional information and assistance:** 211 is available 24/7 and connects callers to a variety of resources including assistance with utility payments, food, and housing and information about finding child care, after-school programs, elder care, and crisis intervention. Dial 2-1-1 or visit 211ct.org; multilingual assistance and TDD/TTY access for those with a hearing impairment are available. Answers to many of the questions people may have can already be found by visiting the Connecticut's coronavirus information website at ct.gov/coronavirus. **People who have further questions can call 2-1-1 or text "CTCOVID" to 898211.** This information hotline is only intended to be used by individuals who are not experiencing symptoms but may have general questions related to COVID-19. **Anyone experiencing symptoms is strongly urged to contact their medical provider to seek treatment.**
- ❖ **New Canaan is operating a program matching Donors with families in need.** Families can be signed up here: https://docs.google.com/forms/d/e/1FAIpQLSd17ly5OIVDPVfNcVstAfIFVfYqWdD1lBFjw1WGurXh_Z5Qeg/viewform
- ❖ **Waived fees**
 - [AT&T](#)
 - [FAQ](#) for workers/employers from CT Department of Labor

- [Interim Guidance for Business and Employers](#)
- [Companies Currently Hiring](#) (current as of March 24, 2020)
- [Free Financial Coaching for CT Residents During Covid](#)

- ❖ Financial Assistance for Minority- and Women-owned Small Businesses Negatively Impacted by Coronavirus Pandemic. Minority- and women-owned businesses with 20 or fewer employees can now apply for a zero-interest line of credit up to \$20,000 to help them navigate the economic downturn caused by the coronavirus pandemic. Go to <https://www.hedcoinc.com/>, click the Line of Credit section (highlighted below) to see all the details. Note – these can be forgivable!
- ❖ [B1C Eviction Moratorium and Fair Housing Session](#)
- ❖ [Grant Money Available for Guardians through probate](#)

School & Distance Learning Resources:

- ❖ [Closures and Suspended Services](#) for Stamford
- ❖ [CT plan to re-open schools](#)
- ❖ Special Education Legal Fund Covid-19 Grant Program christine@spedlegalfund.org
- ❖ [CT Legal Services Covid-19 Education Hotline 860-786-6363](#)
- ❖ [Special education through distance learning](#)
- ❖ [Wifi services for students in need](#)
- ❖ [Girls Who Code](#)
- ❖ [Laptops for disengaged/disconnected youth](#)
- ❖ [Teaching Tolerance offers best practice examples for districts to follow during distance learning](#)
- ❖ [Homework Helpers is SPEF's free on-line homework help](#)

Child Care Resources:

- ❖ [Connecticut Office of Early Childhood](#)
- ❖ **Healthcare workers and first responders:** If you are a healthcare worker or first responder and need care for your child while you work, please call 860-756-0864.
- ❖ **CLC opened Project 26** to serve Stamford Healthy employees with children 6 weeks to 5 years old. For more information, contact Donna Arcuri, City of Stamford School Readiness Liaison at 203.977.4589 or darcuri@stamfordct.gov

Summer Resources:

- ❖ [Youth Summer Employment](#)
- ❖ [City of Stamford Summer Camp](#)
- ❖ [Stamford YMCA Camp](#)
- ❖ [Soundwaters summer 2020 camp](#)

- ❖ [Virtual Color Race](#)
- ❖ [Summer Math Academies](#)

Professional Development Webinar Opportunities:

- ❖ Simple K12 is offering free webinars facilitating distance learning [Here](#)
- ❖ [New Webinars: Building Resilience, Motivational Interviewing and Youth Work](#)

Additional Information & Resources:

- ❖ Attorney General William Tong reminded residents to submit complaints of price-gouging [directly to his office](#).
- ❖ Residents who plan to buy toilet paper in bulk should be aware that [there have not been any reports of supply chain shortages of toilet paper in the country](#). Whereas previous emergencies have caused shortages, such as in [2012 when there was a gasoline shortage due to gasoline refineries damaged by Hurricane Sandy](#), toilet paper continues to be produced and delivered to stores. Additionally, [a website called "How Much Toilet Paper?"](#) allows residents to **calculate how long their supply of toilet paper would last**.
- ❖ The Centers for Disease Control (CDC) continues to update their website, which includes an [FAQ document](#) including guidance on guarding your home against COVID-19.
- ❖ Stamford publishes a twice weekly Covid-19 newsletter with updates on Mondays and Thursdays. You can [subscribe](#) by visiting <https://www.stamfordct.gov/subscribe>
- ❖ [Covid-19 Printable Resources](#)
- ❖ [Translated Educational Material \(multiple languages\)](#)
- ❖ [Phased re-opening of Stamford](#)

Information on the benefits of wearing masks:

[Article on proper way to wear mask](#)

[Article on the benefits of social distancing and wearing masks](#)